

ONE HUNDRED FIRST LEGISLATURE

SECOND SESSION

LEGISLATIVE RESOLUTION 509

Introduced by Howard, 9.

PURPOSE: In 2008, Nebraska implemented ACCESS Nebraska, representing a significant change in public benefits processing. Over a year into this process, it is important to understand the impact of this change on clients.

The purpose of this interim study is to explore the implementation of ACCESS Nebraska, particularly as it relates to client experience and system functioning over time. The study shall include the following information for the years 2007, 2008, 2009, and 2010 as it relates to ACCESS Nebraska programs:

(1) The number of active cases on January 31 for each year by program and by service area;

(2) Benefit processing time periods, by program and by service area, broken out by 0-7 days, 8-30 days, 31-45 days, 46-60 days, and over 60 days on the date of January 31 of each year. For cases pending beyond the requisite time limit, for example, beyond 30 days for the Supplemental Nutrition Assistance Program or 45 days for medicaid, provide a summary of reasons for the pending status;

(3) Total number of applications by program and service area from the elderly, disabled, and non-English speakers for each year;

(4) Total number of new approvals by program and service area of the elderly, disabled, and non-English speakers for January of each year for the full fiscal year;

(5) A description of the approval and denial procedure or policy for requests for in-person applications, including, but not limited to, how caseworkers determine when an in-person interview will be conducted and whether the caseworker will go to the client or the client to the caseworker;

(6) Total number of applications completed overall, total number of applications started and not completed, and total number of online applications completed online by office, kiosk, or community-based partner location for each year;

(7) Total number of recertifications completed overall, total number of recertifications online, and the number of recertifications started online but not completed for each year and for January of each year, as well as the starting date of notice to clients to begin recertification online;

(8) Current office map for the Department of Health and Human Services and complete staffing pattern for each year;

(9) Caseworker average caseload by region for each year;

(10) The current accuracy rate for Supplemental Nutrition Assistance Program benefits;

(11) Total amount of funding expended in each year for community-based partner trainings, staff, technology, equipment, or for other purposes; and

(12) A list of community-based partners identified with computer, printer, and scanner technology available.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMBERS OF THE ONE

HUNDRED FIRST LEGISLATURE OF NEBRASKA, SECOND SESSION:

1. That the Appropriations Committee and the Health and Human Services Committee of the Legislature shall be designated to conduct a joint interim study to carry out the purposes of this resolution.

2. That the committees shall upon the conclusion of their study make a report of their findings, together with their recommendations, to the Legislative Council or Legislature.